# Troubleshooting

CII and Platinum BTE

### If there are problems with your system, do the following:

- Visually inspect the equipment.
- Is the battery in place?
- Is the headpiece cable twisted, frayed, or broken?
- Is the headpiece cracked?
- If something appears broken, use your spare equipment to complete troubleshooting.

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### Here are some specific situations and suggestions for troubleshooting:

**Problem**
Recipient Cannot Hear

**Action**

1. Ensure the headpiece cable pins are correctly inserted into the processor, and the headpiece is properly positioned over the implant.
2. Remove and replace the battery to reset the BTE processor to the default program.
3. Check the processor status and battery status with the System Sensor.
4. Change the battery. Replace cable and then headpiece.
5. Try an auxiliary microphone connected to the Audio Earhook with a program that is set up to allow auxiliary input (if a program with audio mixing is available).
6. Contact the programming center and/or the child's parent for further troubleshooting.
7. Perform Ling Six Sound Test to see if child can respond to auditory input.

**Problem**
User reports hearing sounds that are muffled or static

**Action**

1. Remove and replace battery to reset the BTE processor to the default program.
2. Check the processor status with System Sensor.
3. Check to ensure the headpiece cable is securely attached to the BTE.
4. Try an alternative program.
5. Replace the cable first and then the headpiece.
6. Clean the contacts on the PowerCel battery and the BTE.
7. Try an auxiliary microphone connected to the Audio Earhook with a program that is set up to allow auxiliary input (if a program with audio mixing is available).
8. Contact the programming center and/or the child's parent for further troubleshooting.

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### Recommended Troubleshooting Equipment

The System Sensor is a handheld device that performs a system functionality check. You can use the Sensor while the user is wearing their device.

| Green LED | STATUS |
|---|---|
| ON | PowerCel™ OK |
| | Implant OK |
| | BTE Processor OK |
| Blinks | BTE establishing communication link with implant. If blinking continues for more than one minute check Cable and Headpiece |
| OFF | 1. Replace PowerCel™ |
| | 2. Check Cable |
| | 3. Check Headpiece |
| Orange LED | If the orange light (LED) is off, replace BTE System Sensor |

**To Use**
Place the Sensor over the headpiece at a distance of approximately 1 to 2 inches. Then gently press the button and the Sensor will display its status.

- Orange light indicates the System Sensor itself is functioning properly.
- No orange light indicates the System Sensor battery is depleted. You will need to obtain a new System Sensor.

### Once you have verified the Sensor status (orange light), slowly move the sensor toward the headpiece and observe the system transmitting status as follows:

- Solid green light means the system is functioning properly
- Flashing green light means the processor is not communicating with the implant. The processor battery is charged but the system is not successfully transmitting a signal to the implant. Stop and proceed to troubleshooting.
- No green light indicates that the processor battery is discharged and needs to be changed.

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### Recommended Spare Equipment for Troubleshooting:

To order equipment or a processor user manual, contact our Customer Care Department at (877) 829-0026, (800) 678-3575 TTY, or customercare@advancedbionics.com.

CII BTE & Platinum BTE Cable

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CII BTE & Platinum BTE Headpiece

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Battery Charger